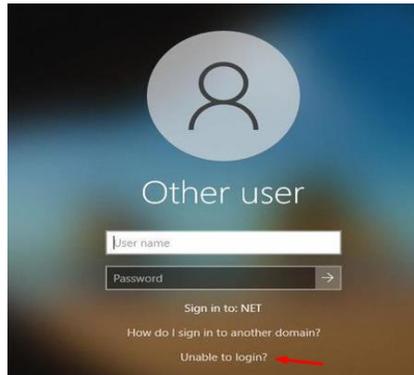


Password Automation

How to Use the Applet to Reset your Password

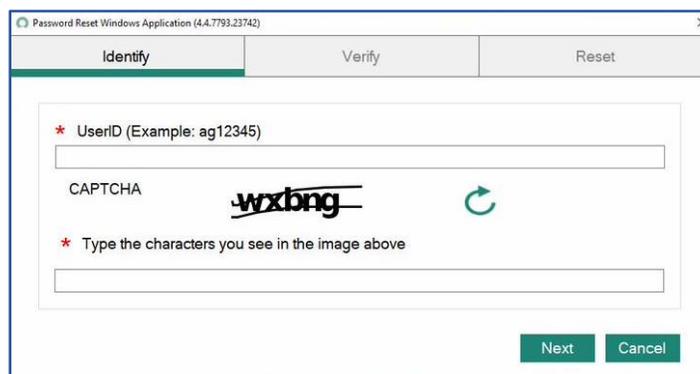
Note: Enrollment through the applet is only available for consolidated agency users at this time.

1. Click “Unable to login?” on the Windows login screen

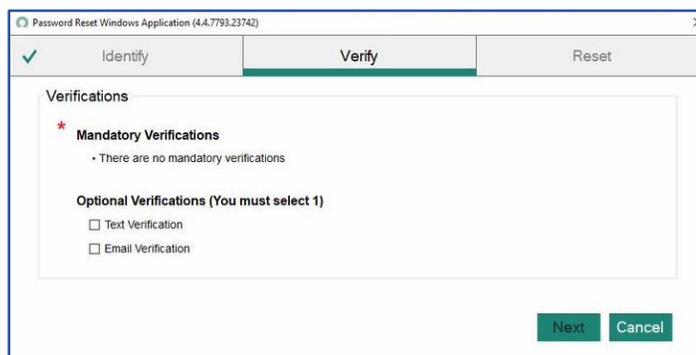


2. Enter “UserID” and CAPTCHA characters

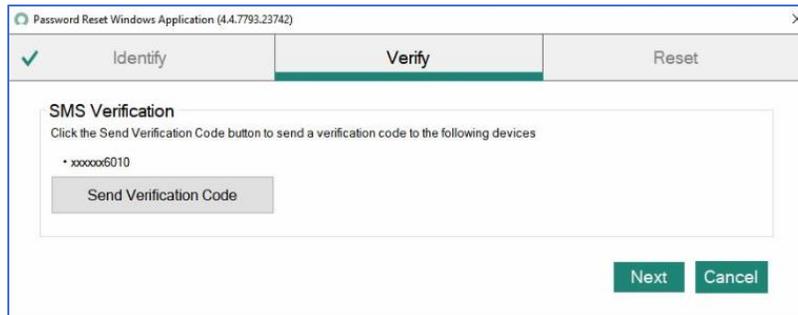
3. Click Next.

A screenshot of the "Password Reset Windows Application" window, titled "Password Reset Windows Application (4.4.7793.23742)". The window has three tabs: "Identify", "Verify", and "Reset". The "Identify" tab is active. It contains a form with the following fields: "UserID (Example: ag12345)", "CAPTCHA" (with a refresh icon), and "Type the characters you see in the image above". At the bottom right, there are "Next" and "Cancel" buttons.

4. Select preferred Optional Verification and click Next (if you do not have this option proceed to the next step)

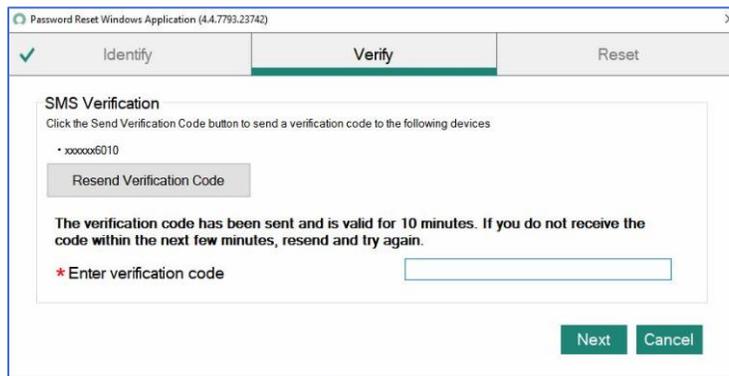
A screenshot of the "Password Reset Windows Application" window, titled "Password Reset Windows Application (4.4.7793.23742)". The window has three tabs: "Identify", "Verify", and "Reset". The "Verify" tab is active. It contains a form with the following sections: "Verifications", "Mandatory Verifications" (with a note: "There are no mandatory verifications"), and "Optional Verifications (You must select 1)" with two checkboxes: "Text Verification" and "Email Verification". At the bottom right, there are "Next" and "Cancel" buttons.

5. Click Send Verification Code.

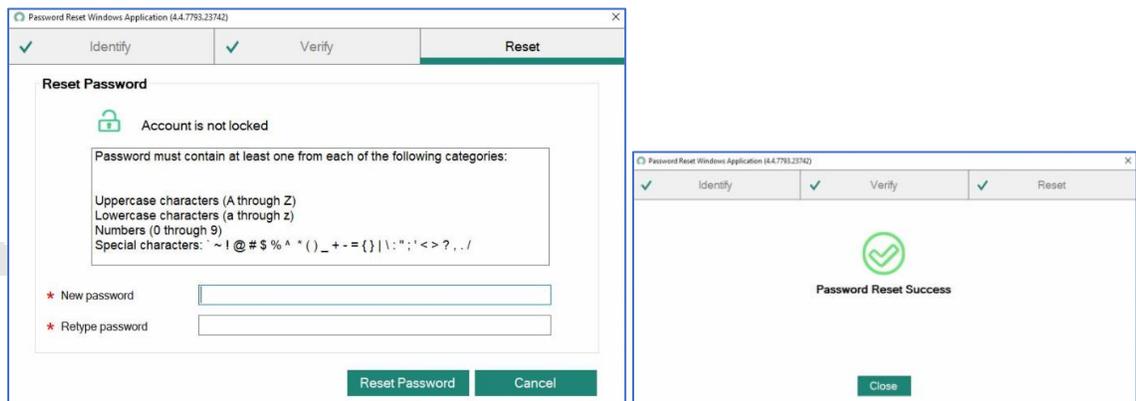


6. Enter Verification Code

7. Click Next



8. Enter new password twice and click Reset Password. Click Close



9. Proceed to Login

*****If you are NOT on the state network you will need to log into your computer with your OLD password, and then log into VPN with you NEW password*****